

Ferndale Housing Commission Deputy Director/Public Housing Manager

Classification Code:

rev. date: 3.19.2024

Department: Housing Commission

Supervisor: Aliyah Mgawe, Executive Director

Classification: FLSA Exempt (Administrative)

Appointing Authority: Aliyah Mgawe, Executive Director

Compensation : 66560.00 Annual

About Us

The Ferndale Housing Commission is committed to ensuring access to safe and affordable housing for all its residents. As a thriving community, we recognize the importance of public housing initiatives in fostering inclusivity and addressing the needs of our diverse population. We are seeking a highly motivated individual to join our team as Deputy Director/Public Housing Manager to lead our efforts in managing and improving public housing programs within the City of Ferndale.

GENERAL STATEMENT OF DUTIES

As the Deputy Director/Public Housing Manager, you will play a critical role in overseeing the administration, development, and maintenance of public housing programs within the City of Ferndale. Working closely with the Director of Housing Commission and other stakeholders, you will be responsible for ensuring compliance with regulations, optimizing resources, and implementing initiatives to enhance the quality of life for public housing residents.

SUPERVISION RECEIVED

Work is performed under the general direction of the Housing Commission Executive Director. Employee exercises considerable independent judgement in all areas of responsibility.

SUPERVISION EXERCISED

Provides direct supervision to Public Housing personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Public Housing Management

- Manages all aspects of the public housing program.
- Oversees the day-to-day operations of the public housing program, including admission, occupancy, recertifications, interim exams, rent collection, lease enforcement, and other program needs.
- Actively participate with the Board, Director, and other key staff in the development, execution and oversight of long-range strategic planning.
- Ensure there is no preferential treatment, and everyone receives the same standard of customer care and consideration.
- Act as good stewards of the public's trust and resources.
- Establishes and maintains a cooperative relationship with tenant organizations in a manner that demonstrates an understanding of and respect for diverse backgrounds.
- Cultivation of a culture of inclusion for all employees and residents that respects individual strengths, views, and experiences.
- Demonstrated commitment to valuing diversity and contributing to an inclusive working environment.

Strategic Planning

- Develops and coordinates an effective strategic planning process that supports Board of Commissioners' governance of the organizational mission, vision, short- and long-range plans, and financial management. Monitors progress on strategic plan and provides periodic board updates.
- Leads and coordinates all aspects of major strategic initiatives related to affordable housing preservation and expansion, and associated programmatic changes and strategic shifts in services including but not limited to regional and community-wide affordable housing policies, ordinances and collaborative plans, and any state and federal programs FHC endeavors to pursue such as Rental Assistance Demonstration (RAD) conversion.
- Completes special research and projects as requested. Remains abreast of program-related statutory changes, analyzes impacts on programs and makes recommendations to the Board.

Project Management

- Researches and develops policies spanning multiple programs to ensure organizational compliance, program integrity, and operational efficiency and effectiveness. Policies include but are not limited to the Agency Annual Plan and Five-Year Plan, Housing Choice Voucher Administrative Plan, Public Housing Admissions and Continued Occupancy Policy and supporting Lease Agreement, Resident Handbook, Maintenance Plan, Personnel Policies Manual, Financial Policies Manual, Board By-Laws, Ethics Policy, and others as required. Presents draft policies to the Board for consideration, and implements and interprets policies in accordance with Board directives. Creates and administers a policy review and update schedule to ensure all foundational policy remain current and compliant.
- Oversees and monitors operational and program performance. Regularly reports to the Board on various metrics, activities, and pertinent issues to enable the Board to provide meaningful organizational oversight.
- Researches new programs, services, and funding streams. Presents information and proposals to the Board for consideration.
- Serves as Hearing Officer and ombudsman for all programs. Objectively applies agency policies and ensures integrity in program administration. Acts as liaison to HUD, legal representatives, and others as may be needed regarding issues and complaints.
- Works closely with Property Manager and Maintenance Staff in executing capital improvements in accordance with approved capital improvement plans. Enlists contracted specialists as needed, drafts project specifications and scope of work. Assists in planning capital improvement projects and in management of large maintenance, repair and capital improvement projects.

Administration

- Implements and interprets Board policies related to commission programs and operations, ensuring compliance with local, state, and federal laws, FIOA and OMA, various HUD regulations and requirements, ADA, VAWA, and associated rules that govern compliance in program administration and governmental operations. Prepares and submits various forms and reports, executes contracts and formal documents on behalf of the organization within established span of authority.
- Ensures the overall fiscal health and long-term financial viability of the organization. Regularly reports to the Board on the financial condition of the organization. Provides the Board with sufficient information to enable meaningful fiscal oversight and control. Monitors federal funding and policy trends that may impact funding, and proposes organizational budgets and capital improvement plans that align with established strategic, and agency plans for Board approval. Administers approved budgets and purchasing activities in accordance with procurement and finance policies and procedures. Serves as formal signatory for agency checks and other official financial documents.
- Manages and supervises all commission staff. Hires, evaluates, mentors, develops, disciplines, and terminates staff in accordance with established personnel policies. Creates and administers a comprehensive classification plan, staff training and performance evaluation systems, and compensation and benefits programs to support effective staff management. Administers confidential personnel processes and other procedures such as payroll and benefits administration.
- Develops and maintains positive internal relations with staff, the board, program participants, and others. Utilizes communication strategies that align with organizational values and promotes alignment with overall mission.
- Provides positive external relations with a wide range of stakeholders including City Council and City Staff, neighborhood groups, business organizations, other PHAs, HUD, industry associations, other entities focused on affordable housing and serving vulnerable populations, and others as appropriate.
- Acts as primary spokesperson for the organization, responding to formal information requests and press inquiries, and representing the organization at meetings and events. Makes presentations as needed.
- Ensures the maintenance of official records of the organization including public records, confidential records, and sensitive information. Creates and administers a records maintenance schedule in accordance with established guidelines and requirements. Acts as FOIA Officer and coordinates requests with legal counsel as necessary.
- Oversees the continuous improvement of organizational processes and procedures, including utilization of technology and systems to streamline operations and enhance customer service.
- Establishes and maintains a cooperative relationship with tenant organizations in a manner that demonstrates an understanding of and respect for diverse backgrounds.
- Performs other duties as needed.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- A bachelor's degree from an accredited college or university with major course work in business or public administration, planning, social work or a closely related field; and
- Five + years of administrative experience in the same or related field with an emphasis in public housing or real estate management is preferred.
- Combination of experience, training and education in housing/property management or related field may be considered sufficient.
- Experience in managing and improving public infrastructure, real property and land portfolio's.
- 2 + years of supervisory experience.
- Intermediate level user of standard office software (Microsoft Outlook, Word, Excel) and ability to learn specialized agency software is required.
- Absent from HUD exclusion list or otherwise debarred from employment in a public agency.
- Certification in Public Housing Management is preferred.
- Willingness to participate in training and ongoing professional development.

Necessary Knowledge, Skills and Abilities:

- HUD regulations related to Public Housing programs and Section 8 vouchers
- Public housing operations management principles and practices applicable to multi-site public housing.
- Housing development and maintenance criteria.
- Financing of housing development projects and rehabilitation
- Fair Housing and 504 laws and reasonable accommodation requirements
- Contemporary principles and best practices of personnel management and supervision
- Computers and software applications used in business settings (e.g. word processing, spreadsheets), including workflow management software systems
- Outstanding customer service principles and practices in particular with low-income, elderly, disabled and mentally impaired individuals
- Innovative thinker with a track record for translating strategic thinking into action plans and output
- Effective facilitator with communication skills for public, citizen groups and other employees presentation and a commitment to work collaboratively
- Development of effective presentations and public speaking
- Skill in the operation of listed tools and equipment
- Ability to establish and maintain effective working relationships with a variety of appointed and elected officials, staff, outside agency personnel, community members, media and the general public
- Demonstrated problem solving skills, including negotiation and conflict resolution skills with co-workers, vendors and residents
- Ability to keep FHC and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems

TOOLS AND EQUIPMENT USED

- Personal computer, including word processing and spreadsheet software
- General office equipment including telephone, copy machine, and fax machine
- Recording and dictation services

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk.
- The employee must occasionally lift and/or move up to 40 pounds.
- Specific vision or other powers of observation required by this job include close vision and the ability to adjust focus.
- Specific hearing and speech or other communication capabilities required by this job include the ability to communicate effectively in person and over the telephone.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position works most of each day in an office setting typing on a computer, talking on the phone, meeting in person with people, and reading various documents.
- This position may occasionally be required to visit public housing properties and units which involves brief exposure to outdoor weather conditions.
- This position is regularly required to attend meetings outside the office at other locations.

SELECTION GUIDELINES

- Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.
- The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.
- The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

EMPLOYEE SIGNATURE

By signing below, I understand and accept the requirements, essential functions, and duties of the position.

Employee _____

Date _____